Appendix C:
Volume Analysis Methodology

A. Introduction

This appendix outlines the methodology applied to determine the normal and peak transaction volumes and number of virtual users required to support the Test via the TTG. The purpose of the volume-related test cycles is to evaluate BellSouth's ability to process a representative set of near-future wholesale transaction volumes in support of competitive local service providers. The scope of each test cycle is defined in the applicable section of the test plan body.

B. Assumptions

The following assumptions are among those that will be used in development of this volume analysis:

- The volumes to be tested are expected transactions as of year end, 2001 (YE01)

- The volumes to be tested will be representative of the entire BST nine state territory.

- Transaction volumes will be disaggregated by pre-ordering, ordering and M&R business processes and by resale and UNE product categories in order to generate a representative volume test and address the requirements of the Georgia Order.

- A representative sample of functional test scenarios, increased to reflect forecasted regional transaction, will be the basis for volume testing.

C. Volume Basis

The following types of projection will be considered in developing test volumes:

- Trend projections based on current volumes and activities
- Estimated market share loss and market composition at the target date
- Forecast of CLEC and BellSouth retail volumes

The following data sources will be considered in developing test volumes:

- Goldman Sachs Telecom Services Report on CLECs: 1999 Issues and Outlook, January 1999
- Yankee Group CLEC 101: Lessons in Competition, October 1998
- Federal Communications Commission Industry Analysis Division, Report on Local Competition, December 1998
- CLEC forecasts
- BellSouth forecasts

D. Transaction Types

Transactions will be distributed between the resale and UNE product categories as well as error and non-error categories based on the projected ratio at YE01.

Transactions will be distributed at the scenario level based on the current ratio of scenario types as defined in Appendix A equivalency classes. Test scenarios will be selected for testing at volumes based on stratified statistical sampling of functionally equivalent transaction classes.

Transactions will be distributed by process based on the current ratio of process execution.

Appendix D

Appendix D:
Performance Metrics

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Appendix D: Performance Metrics

This appendix outlines the performance metrics used during test cycles.

Once the results from each test cycle have been collected, they must be assessed in order to determine performance of the test. This activity includes comparing expected results files with actual results. Additionally, this activity involves assessing the accuracy of all test conditions within a test cycle have been adequately exercised. Those failing validation musts be retested during the next cycle. If a significant number of test conditions fail or are not covered during a specific cycle, the test cycle will be rescheduled for execution following the implementation of the appropriate corrective measures.

Both transactional testing and operational analysis require evaluation criteria to assess test results. Test evaluation criteria provides the basis for determining whether or not an individual test event met stated objectives and achieved expected results. This activity serves to sharpen the test approach and scope by defining the specific criteria required to measure the success of each test event.

Evaluation criteria will be developed for each test to determine whether the results deviate from expectations. In those cases where results deviate, statistical analysis will be undertaken to determine the significance of the deviation.

The following table contains metrics that will be gathered from transactional and operational analysis.

Business Process	*Metric*	*Test Objective*	*Test Technique*
Pre-Ordering	Average OSS Response Interval	Performance	Transaction Processing
	OSS Interface Availability	Interface	Transaction Processing Observation Document Review
	OSS Functionality	Functionality	Transaction Processing
	Capacity of Systems	Volume & Scalability	Transaction Processing Inspection
	Completeness of Documents	Documentation	Document Review
	Accuracy of Documents	Documentation	Document Review

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Business Process	Metric	Test Objective	Test Technique
Ordering	Percent Flow-through Service Requests	Performance	Transaction Processing
	Percent Rejected Service Requests	Performance	Transaction Processing
	Reject Interval	Performance	Transaction Processing
	Firm Order Confirmation Timeliness	Performance	Transaction Processing
	OSS Interface Availability	Interface	Transaction Processing Observation Document Review
	OSS Functionality	Functionality	Transaction Processing
	Capacity of Systems	Volume & Scalability	Transaction Processing Inspection
	Completeness of Documents	Documentation	Document Review
	Accuracy of Documents	Documentation	Document Review
Provisioning	Average Completion Interval & Order Completion Interval Distribution	Performance	Transaction Processing Inspection
	Held Order Interval Distribution & Mean Interval	Performance	Transaction Processing
	Average Jeopardy Notice Interval	Performance	Transaction Processing Performance Comparison
	Percentage of Orders Given Jeopardy Notices	Performance	Transaction Processing Performance Comparison
	Percent Missed Installation Appointments	Performance	Transaction Processing Performance Comparison
	Percent Provisioning Troubles within 30 Days	Performance	Transaction Processing Performance Comparison
	Coordinated Customer Conversions	Performance	Transaction Processing Inspection
	Average Completion Notice Interval	Performance	Transaction Processing
	Completed Service Order Accuracy	Performance	Transaction Processing Performance Comparison
	OSS Functionality	Functionality	Transaction Processing
	Completeness of Documents	Documentation	Document Review
	Accuracy of Documents	Documentation	Document Review

Business Process	Criterion	Test Objective	Test Technique
Maintenance & Repair	OSS Interface Availability	Interface	Transaction Processing Document Review Observation
	Average OSS Response Interval	Performance	Transaction Processing
	Missed Repair Appointments	Performance	Transaction Processing Performance Comparison Inspection
	Customer Trouble Report Rate	Performance	Performance Comparison Inspection Interviews
	Maintenance Average Duration	Performance	Transaction Processing Performance Comparison Inspection
	Percent Repeat Troubles within 30 Days	Performance	Transaction Processing Performance Comparison Inspection
	Out of Service > 24 Hours	Performance	Transaction Processing Performance Comparison Inspection
	OSS Functionality	Functionality	Transaction Processing
	Capacity of Systems	Volume & Scalability	Transaction Processing Inspection
	Completeness of Documents	Documentation	Document Review
	Accuracy of Documents	Documentation	Document Review
Billing	Invoice Accuracy & Timeliness	Performance	Transaction Processing
	Usage Data Delivery Accuracy	Performance	Transaction Processing
	Usage Data Delivery Timeliness and Completeness	Performance	Transaction Processing
	Completeness of Documents	Documentation	Document Review
	Accuracy of Documents	Documentation	Document Review

Appendix E

Appendix E:
Reference Documents

The purpose of this appendix is to document all references used in the composition of the Master Test Plan.

Title	Author	Authoring Group	Date
BellSouth Regulatory Filings			
Brief in Support of Second Application by BellSouth for Provision of In-Region, InterLATA Services in South Carolina		BellSouth	30-Sep-97
Brief in Support of Application by BellSouth for Provision of In-Region, InterLATA Services in Louisiana		BellSouth	06-Nov-97
Brief in Support of Second Application by BellSouth for Provision of In-Region, InterLATA Services in Louisiana		BellSouth	09-Jul-98
Reply Brief in Support of Second Application of BellSouth For Provision of In-Region, InterLATA Service in Louisiana		BellSouth	28-Aug-98
Statement of Generally Available Terms & Conditions for Interconnection, Unbundling and Resale Provided by BellSouth Telecommunications, Inc. In the state of Georgia		BellSouth	15-Oct-98
BellSouth Technical Specifications			
BellSouth Work Aid for Ordering Complex Services, Issue 1		BellSouth	Mar-98
CLEC Information Package for Facility Based Providers, Issue 1		BellSouth	Jun-97
CLEC TAFI End-User Training and User Guide, Issue 6		BellSouth	6-Sept-98
CLEC USOC Manual		BellSouth	09-Sept-98
Electronic Interface Change Control Process, Issue 1		BellSouth	Apr-98
LEO Guide, Volume I, Issue 7E		BellSouth	18-Jan-99
LEO Guide, Volume II, Issue 6		BellSouth	05-Feb-99
LEO Guide, Volume III, Issue 3		BellSouth	Aug-98
LEO Guide, Volume IV, Issue 7D		BellSouth	18-Jan-99
Resale CLEC Starter Kit, Issue 2		BellSouth	31-Dec-97
Telecommunication Access Gateway Training - Release 2.1		BellSouth	11-Mar-99
TAG Reference Guide		BellCore	11-Apr-98
TAG API Programmers Guide		BellCore	11-Apr-98
Books & Articles			
CLEC 101: Lessons in Competition		Yankee Group	Oct-98
Communications Systems and Networks	Horak, Ray		1996
The Essential Guide to Telecommunications	Dodd, Annabel Z.		1998
Newton's Telecom Dictionary. 14th Edition	Newton, Harry		Oct-98
Telecom Services: CLECs 1999: Issues &		Goldman Sacks	Jan-99

Title	Author	Authoring Group	Date
Outlooks			
There's No Place Like Home: 1998 U.S. Residential Telecommunications Survey	Thorat, Dana	International Data Corporation	Aug-98
LA II Affidavits			
Affidavit of Robert V. Falcone		AT&T	04-Aug-98
Affidavit of Jan Funderburg		BellSouth	09-Jul-98
Affidavit Of W. Keith Milner		BellSouth	09-Jul-98
Affidavit of William N. Stacy Checklist Compliance (Operations Support Systems)		BellSouth	09-Jul-98
Affidavit of William N. Stacy Checklist Compliance (Performance Measures)		BellSouth	09-Jul-98
Affidavit of Alphonso J. Varner		BellSouth	09-Jul-98
Affidavit of Aniruddha Banerjee		BellSouth	09-Jul-98
Affidavit of R. F. (Rook) Barretto		BellSouth	09-Jul-98
Affidavit of Dennis M. Betz		BellSouth	09-Jul-98
Affidavit of Guy L. Cochran		BellSouth	09-Jul-98
Affidavit of Douglas R. Coutee		BellSouth	09-Jul-98
Affidavit of Douglas R. Coutee		BellSouth	09-Jul-98
Affidavit of Richard J. Gilbert		BellSouth	09-Jul-98
Affidavit of Gary M. Wright		BellSouth	09-Jul-98
Affidavit of David A. Kettler		BellSouth	09-Jul-98
Affidavit of Linda M. Kinsey		BellSouth	09-Jul-98
Affidavit of William Marczak		BellSouth	09-Jul-98
Affidavit of William Marczak		BellSouth	09-Jul-98
Affidavit of Douglas W. Mcdougal		BellSouth	09-Jul-98
Affidavit of Laura Narducci		BellSouth	09-Jul-98
Affidavit of John W. Putnam		BellSouth	09-Jul-98
Affidavit of D. John Roberts		BellSouth	09-Jul-98
Affidavit of Valerie K. Sapp		BellSouth	09-Jul-98
Affidavit of David Scollard		BellSouth	09-Jul-98
Affidavit of John Shivanandan		BellSouth	09-Jul-98
Affidavit of William L. Smith		BellSouth	09-Jul-98
Affidavit of Pamela A. Tipton		BellSouth	09-Jul-98
Affidavit of Lynn A. Wentworth		BellSouth	09-Jul-98
Affidavit of Glenn A. Woroch		BellSouth	09-Jul-98
Affidavit of Robert L. Yingling		BellSouth	09-Jul-98
Declaration on Behalf of BellSouth by Richard L. Schmalensee		BellSouth	09-Jul-98
Declaration of Professor Jerry A. Hausman		BellSouth	09-Jul-98
United States Department of Justice Documents			
DOJ Evaluation of BellSouth Louisiana Application		Department of Justice	10-Dec-97
DOJ Evaluation of BellSouth Louisiana Application		Department of Justice	19-Aug-98
DOJ Evaluation of BellSouth South Carolina Application		Department of Justice	04-Nov-97
DOJ Evaluation of Ameritech Michigan		Department of	25-Jun-97

Title	Author	Authoring Group	Date
Application		Justice	
Local Competition Operational Readiness, Prepared for United States Department of Justice		Department of Justice	22-Aug-97
Federal Communication Commission Documents			
CC Docket No. 96-98 and 95-185 In the Matter of Implementation of the Local Competition Provisions in the Telecommunications Act of 1996 and Interconnection between Local Exchange Carriers and Commercial Mobile Radio Service Providers		FCC	08-Aug-98
CC Docket No. 98-121 - In the Matter of Application of BellSouth Corporation Telecommunications, Inc. and BellSouth Long Distance, Inc., for Provision of In-Region, InterLATA Services in Louisiana		FCC	13-Oct-98
CC Docket No. 98-56 RM-9101 - In the Matter of Performance Measurements and Reporting Requirements for Operations Support Systems, Interconnection, and Operator Services and Directory Assistance		FCC	17-Apr-98
CC Docket No. 97-137 In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, to Provide In-Region, InterLATA Services In Michigan.		FCC	19-Aug-97
CC Docket No. 97-208 In the Matter of Application of BellSouth Corporation, et al. Pursuant to Section 271 of the Communications Act of 1934, as amended, to Provide In-Region, InterLATA Services In South Carolina.		FCC	24-Dec-97
Industry Analysis Division Report of Local Competition		Common Carrier Bureau, FCC	Dec-98
Public Service Commission Documents			
Docket No. 6863-U In re: BellSouth Telecommunications, Inc.'s Entry into InterLATA Services Pursuant to Section 271 of the Telecommunications Act of 1996		Georgia Public Service Commission	15-Oct-98
Docket No. 960786-TL - In re: Consideration of BellSouth Telecommunications, Inc.'s entry into interLATA services pursuant to Section 271 of the Federal Telecommunications		Florida Public Service Commission	19-Nov-97

Title	Author	Authoring Group	Date
Act of 1996			
Opinion and Order Concerning Methods for Network Element Recombination		New York Public Service Commission	23-Nov-98
Additional References			
Bell Atlantic-New York OSS Evaluation Project Master Test Plan, Draft Final Report - Version 1.0		State of New York Department of Public Services, submitted by KPMG Peat Marwick LLP	19-Apr-99
Bell Atlantic-New York OSS Evaluation Project Master Test Plan, Draft - Version 1.0		State of New York Department of Public Services, submitted by KPMG Peat Marwick LLP	26-Jun-98
Bell Atlantic-Pennsylvania OSS Evaluation Project Master Test Plan, Draft		State of Pennsylvania Department of Public Services, submitted by KPMG Peat Marwick LLP	29-Mar-99
www.interconnection.bellsouth.com		BellSouth	

Appendix F

Appendix F:
Test Cycles

Test Cycles

Test cycles, as defined in Section III - Framework, map test objectives across process domains to form manageable test components. Figure F-I illustrates the test objectives to be tested for each process domain.
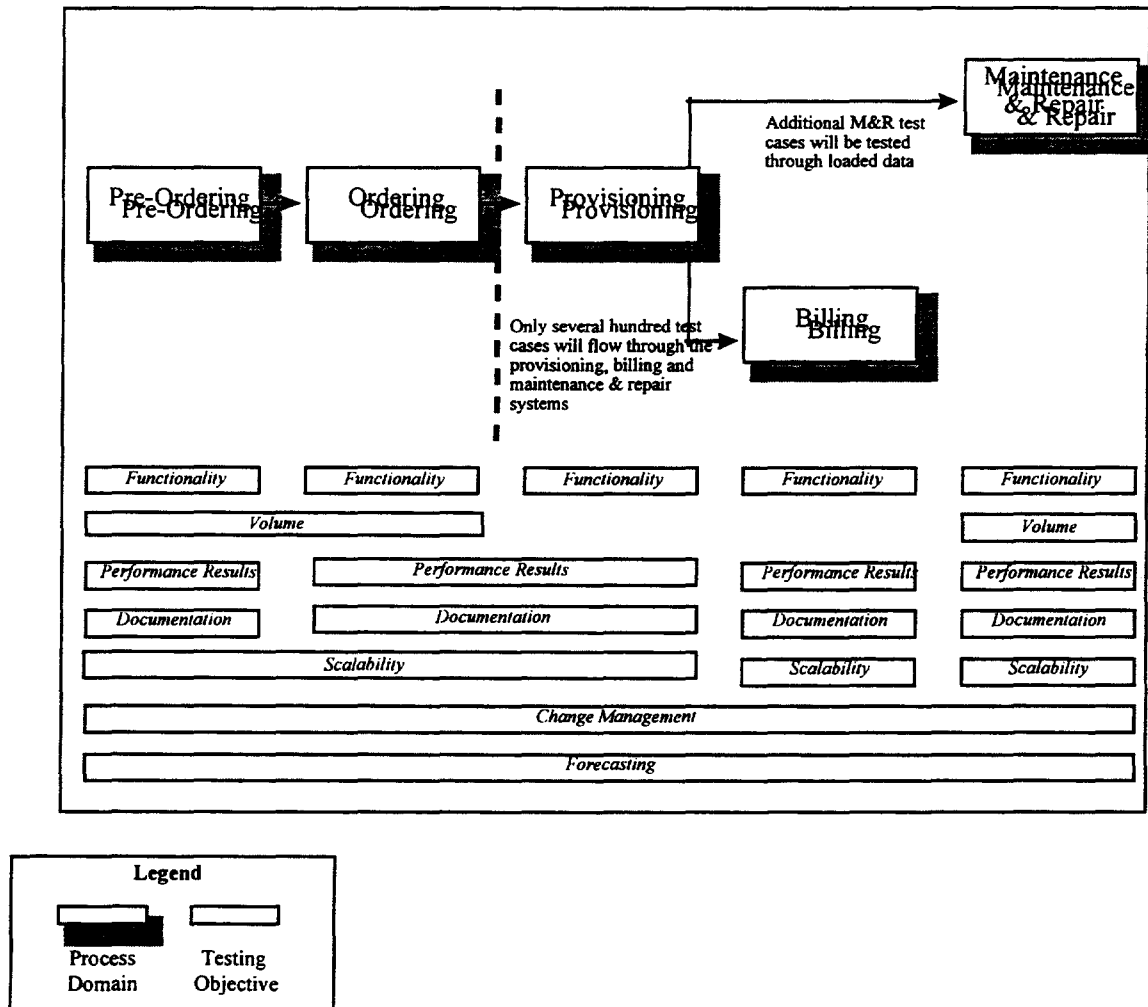
Test Cycle Scope

Figure F-I: Test Cycle Scope

The following figures define each test cycle to be used in the Test.

Pre-Ordering

Cycle #	Cycle Name	Cycle Description
PRE-1	TAG Pre-Ordering Functional Test	This cycle will test the pre-ordering functionality available via the TAG interface.
PRE-2	Pre-Ordering Performance Results Comparison	This cycle will compare the results from the pre-ordering volume test with BellSouth wholesale performance metrics.
PRE-3	TAG Pre-Ordering Documentation Evaluation	This cycle will assess the overall quality of BellSouth pre-ordering documentation.

Figure F-II: Pre-Ordering Test Cycle Scope

Ordering and Provisioning

Cycle #	Cycle Name	Cycle Description
O&P-1	EDI Functional Test	This cycle will test the ordering and provisioning functionality available via the EDI interface for UNE products independent of product transactions.
O&P-2	TAG Functional Test	This cycle will test the ordering and provisioning functionality available via the EDI interface for UNE products independent of product transactions.
O&P-3	EDI/TAG Normal Volume Performance Test	This cycle will test the capability of the EDI/TAG interfaces to support normal production volumes for pre-order inquiries and resale and UNE orders.
O&P-4	EDI/TAG Peak Volume Performance Test	This cycle will test the capability of the EDI/TAG interfaces to support peak production volumes for pre-order inquiries and resale and UNE orders.
O&P-5	Provisioning Verification Test	This cycle will evaluate BellSouth's performance in the provisioning of UNEs and UNE combinations.
O&P-6	Ordering System Scalability Evaluation	This cycle will evaluate the scalability of BellSouth's ordering systems complex to handle projected growth in resale and UNE orders.
O&P-7	O&P Performance Results Comparison	This cycle will compare the results from the functional, normal volume and peak volume tests for both the EDI/TAG interfaces with BellSouth's performance metrics. The comparison will include both resale and UNE products.
O&P-8	EDI Documentation Evaluation	This cycle will assess the overall quality of BellSouth EDI documentation for the ordering and provisioning processes.
O&P-9	TAG Documentation Evaluation	This cycle will assess the overall quality of BellSouth TAG documentation for the ordering and provisioning processes.

Figure F-III: Ordering and Provisioning Test Cycle Scope

Billing

Cycle #	Cycle Name	Cycle Description
BLG-1	CRIS/CABS Invoicing Functional Test	This cycle will test the invoicing functionality available via the CRIS and CABS interfaces for UNE products independent of product transactions.

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Cycle #	Cycle Name	Cycle Description
BLG-2	ODUF/ADUF Usage Functional Test	This cycle will test the usage functionality available via the ODUF and ADUF files for UNE products independent of product transactions.
BLG-3	Billing Usage Returns Evaluation	This cycle will evaluate the process by which usage returns are processed and test the BellSouth processing of test usage returns.
BLG-4	CRIS/CABS Invoicing Scalability Evaluation	This cycle will evaluate the capability of the CRIS/CABS transaction support processes for resale and UNE products to handle near-future growth projections without performance degradation.
BLG-5	ODUF/ADUF Usage Scalability Evaluation	This cycle will evaluate the capability of the ODUF and ADUF files for resale and UNE products to handle near-future growth projections without performance degradation.
BLG-6	Billing Performance Results Comparison	This cycle will compare the results from the functional, normal volume and peak volume tests for both the billing process.
BLG-7	CRIS/CABS Invoicing Documentation Evaluation	This cycle will assess the overall quality of BellSouth's CRIS and CABS documentation.
BLG-8	ODUF/ADUF Documentation Evaluation	This cycle will assess the overall quality of BellSouth's ODUF and ADUF documentation..

Figure F-IV: Billing Test Cycle Scope

Maintenance & Repair

Cycle #	Cycle Name	Cycle Description
M&R-1	TAFI Functional Test	This cycle will test the maintenance and repair functionality available via the TAFI interface for UNE products independent of product transactions.
M&R-2	ECTA Functional Test	This cycle will test the maintenance and repair functionality available via the ECTA interface for UNE products independent of product transactions.
M&R-3	ECTA Normal Volume Performance Test	This cycle will test the capability of the ECTA interface to support normal production volumes for resale and UNE trouble reports.
M&R-4	ECTA Peak Volume Performance Test	This cycle will test the capability of the ECTA interface to support peak production volumes for resale and UNE trouble reports.
M&R-5	TAFI Scalability Evaluation	This cycle will evaluate the scalability of the TAFI transaction support processes to handle near-future growth projections.
M&R-6	ECTA Scalability Evaluation	This cycle will evaluate the scalability of the ECTA transaction support processes to handle near-future growth projections.
M&R-7	M&R Performance Results Comparison	This cycle will compare the results from the functional, normal volume and peak volume tests for both the TAFI/ECTA interface.
M&R-8	TAFI Documentation Evaluation	This cycle will assess the overall quality of BellSouth TAFI documentation for the maintenance and repair process.
M&R-9	ECTA Documentation Evaluation	This cycle will assess the overall quality of BellSouth ECTA documentation for the maintenance and repair process.

Figure F-V: Maintenance & Repair Test Cycle Scope

Forecasting & Change Management

Cycle #	Cycle Name	Cycle Description
FCM-1	Forecasting Review	This cycle will determine the existence and functionality of procedures for developing, publicizing, conducting, and monitoring forecasting efforts.
FCM-2	Change Management Practices Review	This cycle will evaluate the overall policies and practices for managing change specific to the procedures and systems necessary to establish and maintain an effective BellSouth/CLEC relationship.

Figure F-VI: Forecasting & Change Management Test Cycle Scope

Appendix G

Appendix G:
Glossary

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Term	Definition
271 APPLICATION	An application to offer long distance services from an RBOC to a state or federal regulatory agency. In order to grant this application, the agency must find the applicant is in compliance with the 14 point competitive checklist described in the 1996 Telecommunications Act.
800 DATABASE	800 Database Service is provided under two scenarios. One where the CLEC is equipped with Service Switching Point (SSP) functionality requires access to the BellSouth Service Control Point (SCP). Another, where the customer is no SSP-equipped, requires routing of the call to a BellSouth SSP. In either case, identification and routing of 800, 888 dialed calls is based on the full ten digits dialed (800,888-NXX-XXXX)
ADUF (ACCESS DAILY USAGE FILE)	Provides competitors with records for billing interstate access charges to interexchange carriers for calls originating from, and terminating to, unbundled ports
ANALOG	Transmission method employing a continuous (rather than pulsed or digital), electrical signal that varies in amplitude or frequency in response to changes of sound, light or position and is imposed on a transducer in the sending device. Opposite of digital.
ANI (AUTOMATIC NUMBER IDENTIFICATION)	(1) Telephone number of the line initiating a call; number is identified by the switch and passed over the network to equipment at the terminating location. (2) Number-identifying equipment which records the number for accounting purposes at local telecom offices. (3) Display of the final four or all seven numbers of a seven-digit phone number.
ASR (ACCESS SERVICE REQUEST)	Access Service Request. Form used to order interoffice facilities such as dedicated trunk ports.
BLACK BOX TESTING	Only tests what goes in and what comes out of the code. No consideration of what is happening to the data while it is inside the box (program or system).
BOC (BELL OPERATING COMPANY)	Any of the 22 local Bell telephone companies owned by AT&T before divestiture. Independent BOCs provide primary access to interexchange carriers

Term	Definition
BRI (BASIC RATE INTERFACE)	Two bearer B-channels at 64 kbps and one data D-channel at 16 kbps in an integrated services digital network (ISDN) configuration.
BUSINESS REQUIREMENTS	Business needs of a new service, feature, or function into the constituent technical requirements
CALL FORWARDING	Feature of some intelligent network switches and PBXs; allows calls to be rerouted automatically from one line to another.
CENTREX	Local exchange carriers' (LEC) value-added service which permits incoming calls to be dialed direct to extensions without operator assistance. Outgoing and intercom calls may be dialed by extension users.
CLEC (COMPETITIVE LOCAL EXCHANGE CARRIER)	Competitive Local Exchange Carrier
CLEC HANDBOOK	User documentation for CLEC that describes, in 3 volumes, how to establish a CLEC, the technical specifications for interacting with BellSouth, and the business rules CLECs should follow in order to purchase unbundled network elements.
CLEC LIVE DATA	Production data delivered through interfaces that are already operational for real CLEC customers.
CO (CENTRAL OFFICE)	(1) Location of telephone switching equipment at which customer's lines are terminated and interconnected. (2) Switching center that provides local access to the public network. Synonyms: end office, local dial office, wire center or switching center.
COMPARATOR	A mechanized tool that will compare actual test results against expected test results.
COMPLEX SERVICE REQUESTS	Complex service requests are for resale or UNEs which require extra handling outside the service provisioning pipeline, handled by a BellSouth Account Team.
CONDITION	Used to describe requirement or functionality to be tested; will be assigned appropriate ownership. The TestDirector, test management tool, captures this information per test.
CRITICAL DEFECT	Defects which cause a Severity 1 Test Exception.

Term	Definition
CSR (CUSTOMER SERVICE RECORD)	Customer Service Record. Details of a customer's fixed monthly charges billed by the local telephone company.
CUSTOMIZED ROUTING	ILECs, including BOCs, currently use this functionality to direct certain classes of traffic to certain trunks. For example, an ILEC would have its switches send 0 minus and 0 plus calls to its own operator services platform and 411, 555-1212 and area code plus 555-1212 calls to its directory assistance platform. Routing instructions are encoded in the line class code.
DAILY USAGE FEED	A daily download of usage data from the switch which is delivered to BellSouth's message processing system and directly to the CLEC.
DEDICATED ACCESS	Connection between a customer's premises and an interexchange carrier (IXC). All transmissions on this dedicated line are automatically routed to the IXC. Provided by a local exchange carrier (LEC), alternate access provider on IXC.
DEDICATED TRANSPORT	ILEC transmission facilities dedicated to a particular customer or carrier that provide telecommunications between wire centers owned by ILECs or requesting telecommunications carriers, or between switches owned by ILECs or requesting telecommunications carriers.
DOCUMENT REVIEW	Compilation and review of books, manuals, and other publications related to the process and system under study.
EDI (ELECTRONIC DATA INTERCHANGE)	Electronic Data Interchange. A process for exchanging information that is subject to industry standards.
ENTRANCE AND EXIT CRITERIA	The necessary conditions for starting or completing individual tests described in the Test Plan.
ERROR/REJECTION NOTIFICATION	Notification generated by BellSouth's systems when a request from a CLEC cannot be filled without additional manual clarification.